ACMS Release Notes 03.23.2019

The 3/23/2019 release combines the functionality of Sprint 17 and important usability/performance updates to improve the user experience in ACMS.

Updated User Manuals

User manuals have been updated to accompany the new features. You can view/download user manuals for your role here:

http://www.cdss.ca.gov/inforesources/Appeals-Case-Management-System

New Functionality in this Release

General (All Users)

- Decision Registry – Ability to search for released decisions on a decision registry. This registry returns redacted decisions that can be downloaded by any user, including the public.
- Improved Appeal Banner
    - Shows crucial case information in a "Hearing Info" section.
    - Shows crucial claimant information in a "Claimant Info" section.
    - Shows crucial case actions in a "Case History" section.
    - Claimant Name hyperlinks to claimant profile page
    - Scheduled hearing date/time hyperlinks to hearing object.

SHD Scheduler User

- Display the Hearing Representative on the "Qualified Unscheduled Appeals" summary table.
- Ability to approve multiple calendars at the same time without causing system performance issues.

Usability/Performance Improvements

- Schedule screen now only shows 10 calendar instances by default to reduce page load time.
- Ability to sort calendar instance columns when on the schedule screen.
- Add the hearing date/time on the "My Cases" queue.
- Add the "Filing Date" on the "My Cases" queue.
- Remove the "Appeal Status" column from the "My Cases" queue.
- Ability to bulk assign users to tasks on the "Re-hearing - Operations Inbox" queue.
- Display all appeal issues on the "Unconfirmed Withdrawal" queue.
- Ability set which user roles by default have a review task created when creating a new appeal.
- When adding a hearing representative, the Hearing Rep ID is displayed next to the name.

Changes to Notifications

- System notifications include specific State Hearings contact information based on the program (ACA, CalFresh, etc.) and the region of the Responsible Agency on the appeal.
- Primary and Backup Hearing Representatives receive an email when an improper claimant issue is identified.
- Primary and Backup Hearing Representatives receive an email when an improper claimant issue has been resolved.

Bug Fixes in this Release

- Appeal Rights insert on decision cover pages showing random Arabic text.
- Hearing representatives not receiving email notification when improper claimant identified.
- Authorized Representative (Advocate) system users receive an error when trying to view document attachment.
- Zip files are corrupted when claimant/appeal info contains special characters.
- Decision Compliance queue showing duplicate rows for the same appeal.
- Calendars get stuck in the "In Progress" status and never moved to "Proposed" status.
- Special characters displaying on the "Original Hearing Request" document.
- Manual scheduling task is not being automatically created for RFA cases.
- System creates two manual scheduling tasks when a continued hearing is put into the "Pending Continuance" status.
- System caused appeal to transition to "Closed" status when an RFA pre-hearing was marked as "Non-Appearance."
- When exporting the "Calendars and Hearings" queue, the exported results don't match the queue search results.
- "Update" button on the calendar instance screen doesn't do anything.
- System creating duplicate Improper Claimant tasks.
- When cancelling an entire calendar, the appeal transitioned to "Pending Scheduling" status appropriately, but the hearing stayed in "Scheduled" status and no postponement letter was generated.
- When a hearing is postponed or withdrawn, it is not removed from its scheduled time slot, and OptaPlanner would not reschedule it appropriately.
- Users receive an error when trying to release a decision with an open "Assign Hearing Representative."